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	<b>Contact:</b> Tim Crittenden; Crittendent2@michigan.gov	
	<b>Originating Office:</b> Child Welfare Field Operations	
	<b>Subject/Title:</b> 2013 Caseload Count Schedule and Instructions	
	<b>Distribution:</b> <div style="display: flex; justify-content: space-between;"> <div style="width: 60%;"> <input checked="" type="checkbox"/> DHS Child Welfare Staff  <input checked="" type="checkbox"/> Private Agency Child Welfare Staff  <input checked="" type="checkbox"/> CSA Central Office Managers/Staff  <input type="checkbox"/> Native American Tribes  <input checked="" type="checkbox"/> Data Management  <input checked="" type="checkbox"/> DHS County Directors  <input type="checkbox"/> Adult Services Staff  <input type="checkbox"/> Other:         </div> <div style="width: 35%;"> <input checked="" type="checkbox"/> BCAL  <input checked="" type="checkbox"/> CWTI  <input type="checkbox"/> SACWIS         </div> </div>	

The purpose of the communication issuance is to announce the 2013 Caseload Count and Phone Conference schedule, provide strategies for monitoring caseload compliance and instructions for SWSS clean-up activities.

The 2013 Caseload Count Schedule has been developed to meet MSA requirements and monitor caseloads for both public and private agencies. Count days will be scheduled quarterly however monthly random electronic caseload counts will occur for monitoring purposes. All caseload count information will be reviewed by Child Welfare Field Operations (CWFO) to identify patterns/trends of caseload compliance and then forwarded to the Children's Services Administration (CSA) management team, Business Service Center (BSC) Directors and private agency CEOs. BSC directors and CWFO will work with local offices and private agencies to identify the reason(s) impacting caseload ratios and assist in developing action plans that will obtain and maintain caseload compliance.

The 2013 Caseload Count Schedule also takes into account caseload progression for new hires.

### **2013 Caseload Count Schedule**

Caseloads will be electronically extracted after 5:00 p.m. on the dates listed as Count Days. Local offices and private agencies will receive the caseload information the next day following the electronic pull for verification and completion. All verified caseload information must be returned to DHS Central Office as instructed during the scheduled Phone Conferences.

The 2013 Phone Conference and Caseload Count Schedule will be as follows:

#### **Phone Conference:**

January 29, 2013  
 May 21, 2013  
 August 13, 2013  
 November 26, 2013

#### **Count Day:**

**February 6, 2013**  
**May 29, 2013**  
**August 21, 2013**  
**December 4, 2013**

Phone Conferences on the dates above will occur for DHS local offices at 9:00 a.m. and private agencies at 10:00 a.m. Please use the following conference call information:

The next scheduled caseload Count Day will be February 6, 2013. On February 6<sup>th</sup> all caseload information will be electronically extracted after 5:00 p.m. and sent to local offices and private agencies on February 7, 2013.

### **Caseload Compliance Strategies**

The following strategies should be considered to obtain and maintain caseload ratio compliance:

1. Local Offices and Private Agencies: Limit the number of programs assigned to each worker, especially those that are at or above 1.0 caseload weight. Caseloads that exceed 1.0 result in the worker being out of compliance for all of the programs to which they are assigned. For example, a worker who is assigned 13 direct foster care cases, 10 POS monitoring cases, and 3 foster home licensing applications has an overall caseload weight above 1.0 and is considered noncompliant with all three programs.
2. Local Offices and Private Agencies: Assign the same worker as both the foster care worker and adoption worker. This counts as one case and is not considered a mixed caseload.
3. Local offices: Limit the number of Purchase of Service (POS) workers. One POS case on a worker's load creates a new POS worker. The number of POS workers should be determined by the number of POS cases. For example: A total of 200 POS cases equals no more than 3 workers with POS cases ( $90/200=2.2$  workers maximum). If your POS worker(s) do not have close to 90 cases you should not have other workers with POS cases.
4. Local Offices: Disposition and close CPS cases when the safety risk has been sufficiently reduced or is no longer present. Cases can be dispositioned or closed prior to timeframes if risks have been resolved. It is critical that first line supervisors monitor the disposition of cases closely.
5. Local Offices: Refer Title IV-E foster care cases to private agencies.
6. Local Offices experiencing significant staff vacancies should contact their nearby counties for assistance. BSC directors and CWFO can assist with identifying counties that may be in a position to assist with staffing. Title IV-E cases should be referred to private agencies.

### **SWSS Clean-Up**

All caseload counts will continue to be extracted electronically from SWSS and SWSS Web. Consequently, it is essential that that SWSS/SWSS Web profiles are accurate in identifying worker titles and a worker's supervisor. If inaccuracies were identified in the October 2012 caseload count such as the number of cases or case assignments for workers or supervisors, correction of SWSS profiles and related case assignments is needed.

\*\*\*Efforts to correct this information now are vital for MiSACWIS conversion.

Local offices and private agencies will receive via email a Log ID spreadsheet for validation. Specific instructions and due dates will be forth coming. To assist in correcting SWSS profiles, the following will ensure that worker and supervisor information is accurately coded in SWSS/SWSS Web:

- Everyone should have only one supervisor profiled in SWSS. The profiled supervisor must be the supervisor who has primary supervisory responsibilities for that staff member. Other supervisors can assign and approve cases without being profiled as the primary supervisor.
- SWSS worker titles must match their primary function. This is important for workers with SWSS access who do not carry weighted cases. Worker titles assist in determining the weight assigned to the supervisor ratio.

- All cases must be assigned to active caseloads and should not appear on a load that is currently vacant or assigned to a worker on a Leave of Absence (LOA).
- Purchase of Service (POS) cases must not be assigned to workers attending Pre-Service Institute (PSI).
- POS case assignment and closures should be completed by the local office expeditiously. POS monitors should assign a PAFC relationship in SWSS within three days of case acceptance. Private agencies should assign a caseworker within one business day. POS monitors should input all SWSS changes/closures within 10 days of receipt. Please see FOM 914.
- Private agency case assignment and case end dates must be consistent on all applicable SWSS screens. For example, the Case Summary-Case Assignment History- PAFC/DHS assignment SWSS screens should all reflect case responsibility with the same begin and end dates.
- The primary adoption worker must keep all legal status 43 cases open until a written order of adoption finalization is received.